

Reporting a Problem

IDPH completes regular monthly testing in I-SMART to assure updates and enhancements to I-SMART are ready for deployment to the production environment. There are times however when “bugs” or other functionality issues are discovered by users in the I-SMART production site. Once verified, IDPH will work quickly with our vendor to resolve these situations in a timely fashion.

It is important to note that agencies first rule out Internet access as the source of the problem/issue. Additionally, during times when access to I-SMART is lost (vendor issues, loss of internet access, power outages, or other related emergencies) agencies are expected to have a contingency plan in place to record client information/data until I-SMART is able to be accessed.

When problems/issues are discovered, they generally occur two ways:

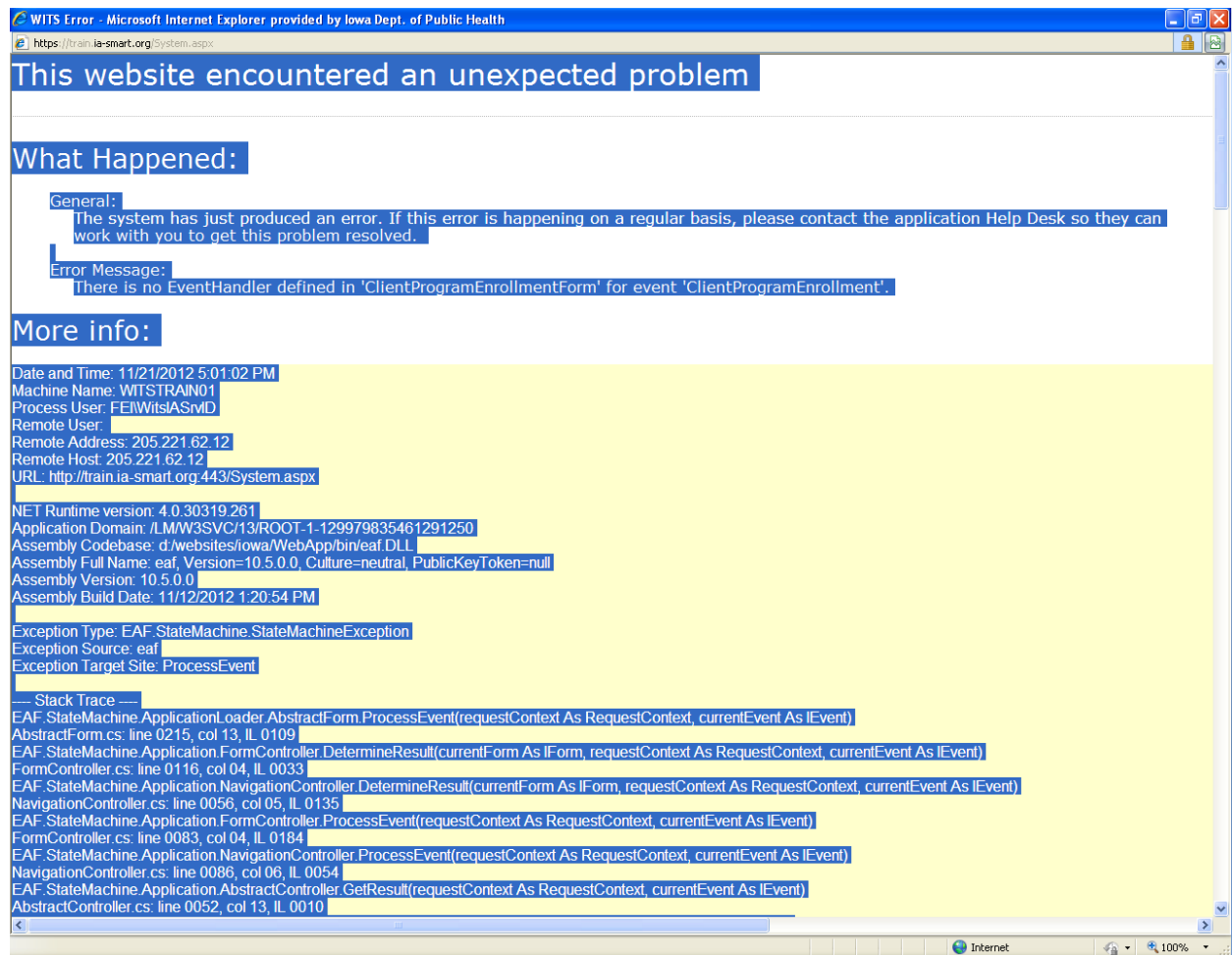
1. An “I-SMART Error Message Screen” appears, “The system has just produced an error . . .”(see screen shot below). The screen contains a hyperlink ([Click Here For More info](#)) which when clicked reveals the error information (Yellow Screen).
2. There is a functionality issue in which a field is: not working properly; not populating correctly from another field; or, wrong values is listed, etc.

When an “I-SMART error message” occurs, please follow the steps below to report to the I-SMART Help Desk.

1. Click on [Click Here For More info](#) on the error message to reveal the actual error message.



2. Using the cursor on your computer, highlight all the text in the error message, and then copy (right click, copy; or use Control “C”) and paste the error message into a WORD Document (the error message may be several pages long).



3. In the same WORD document, provide the following information about the error being reported:
 - a. Date/Time it occurred
 - b. List/describe the exact steps to produce the error (*i.e., In a client treatment plan, updating the treatment plan and before saving, clicked on the Program Enrollment in the Activity List and the error screen appeared*).
 - c. Client I-SMART # (as applicable)
4. Answer the following questions:
 - a. Are you able to access and navigate other Internet Websites?
 - b. Are you able to replicate the error (do the same thing and get the error message)?
 - c. Are any other users at your agency experiencing the same problem?
5. List your name and contact information.

NOTE: PLEASE DO NOT INCLUDE ANY CLIENT IDENTIFYING INFORMATION IN SCREEN SHOTS, IN THE WORD DOCUMENT, OR IN EMAIL TO IDPH.

When reporting a functionality issue in I-SMART, please follow the steps below to report to the I-SMART Help Desk.

1. In a WORD document, paste a screen shot of I-SMART screen that contains the functionality issue/problem.
2. In the same WORD document, describe what is not working correctly in I-SMART.
 - a. Date/Time it occurred
 - b. List/describe the exact steps to produce the functionality issue. *(i.e., when printing off the client's Treatment Plan, the client name is missing at the top of the page).*
3. List your name and contact information.

NOTE: PLEASE DO NOT INCLUDE ANY CLIENT IDENTIFYING INFORMATION IN SCREEN SHOTS OR IN THE WORD DOCUMENT OR EMAIL TO IDPH.

Once the issue/problem is received by the I-SMART Help Desk:

1. Documentation is reviewed and if necessary follow-up/clarifying questions are asked of agency/user.
2. The Help Desk will attempt to reproduce the problem/issue identified.
3. If problem is confirmed (replicated), a support ticket will be submitted to the vendor and an expected problem resolution date will be determined (usually within 24-48 hours depending on the severity of the problem).
4. The Help Desk will communicate with the agency the expected time frame for resolution.

NOTE: If not critical, the problem may not be resolved until the next monthly release.

5. If unable to replicate, the Help Desk will follow up with the agency for more information regarding the issue/problem reported.

If at any time there are any questions on how to report an I-SMART problem, feel free to contact the I-SMART Help Desk (Elizabeth.Schaller@idph.iowa.gov or 515.281.4643)